

Washington State E911 Advisory Committee

Training Subcommittee

February 12, 2014

Camp Murray, WA

9:00 am – 12:00 pm

Attending in Person:

Lisa Caldwell, Columbia County, Co-Chair

Kathleen Slaybaugh, Garfield County, Co-Chair

Jennifer Johnson, Okanogan County

Cathy Moe, Thurston County

Peggy Fouts, Grays Harbor County

Cory Ahrens, WSCJTC

Gayle Pond, WSCJTC

Sheryl Mullen, NORCOM

Dan Bridge, Hearing, Speech, and Deafness Center

Attending by Conference Bridge:

Amy Sullivan, Spokane County

Kim Lettrick, Benton County

State Office in Attendance:

Bill Peters, Sharon Lotonuu, Kenn Moisey, and Kim Mask

Lisa Caldwell opened the meeting with introductions.

2014 Meeting Schedule:

This subcommittee has been stalled and to get it running again, Lisa thought it would be beneficial to meet face-to-face, at least quarterly. The conference bridge will be available at all meetings held at Camp Murray for those who are unable to attend in person.

The recommended schedule for 2014 is as follows:

May 13, 2014 @ 1:00 pm – Camp Murray

September 16, 2014 @ 1:00 – Camp Murray

November 18, 2014 @ 1:00 – Camp Murray

The location of these meetings is being set at Camp Murray but may change in the future.

Advanced notice will be sent.

Statewide Certification Update – Sheryl Mullen

WA-APCO/NENA is in the process of defining what the standards for certification would look like and how it would be funded. Currently are having discussions with all stakeholders which include PSAPs, vendors, county officials etc. In the process of developing key elements to Call Receiver training to 40 hours of classroom instruction, final exam, and developing a performance task list in which the director of the agency would sign off on before certification is given. It would use the same structure of certification for Fire and Police dispatching.

APCO is looking into reopening the RCW in order to change 9-1-1 Call Receivers as first responders. The thought is to minimize liability to Call Receivers and Dispatchers. It would include continuing education of 24 hours and a de-certification process. Call Receivers who have been in the position for a (1) year or more will be grandfathered in with the approval of the agency director. This is still in draft form, but Sheryl will attempt to get approval to share with the subcommittee. APCO is working with a lobbyist to help determine where the funding will come from. This will not be a national certification. The next steps the APCO Training Committee is to meet with Directors for input. The Lobbyist is providing timelines in order to move before the Legislature. Sheryl is asking for more input and comments from the E911 Advisory Committee's Training Subcommittee. Since Cathy Moe serves on both the APCO Training Committee and the E911 Training Subcommittee, she will act as the representative to both groups to ensure information is being shared. Sheryl will be available to update the Advisory Committee at the March meeting.

Updates from CJTC – Corey Ahrens

The CJTC training contracts with the State E911 Office are in the process of being executed. The CTO classes have been revised. The pilot class is scheduled to being in March in Spokane. All classes have been revised and updated with current materials.

The TERT training has started up with a new format. It will be getting away from a lecture based curriculum and be more hands on training. Corey will be contacting other centers to discuss assistance in deployments.

Example of TERT Deployment:

- Call center contacts State EOC for assistance needed
- State EOC contacts Cory James, as State TERT Coordinator
- Cory calls regional TERT Coordinators
- Regional coordinators collect information about salaries, benefits, etc.
- Provides list to State TERT Coordinator
- Requesting center approves

CJTC was asked to provide other trainings (Domestic Violence, Stress Management). Hostage negotiating has been integrated into T1.

The Advisory Committee asked Lisa Caldwell to review the training manuals to ensure it is meeting the preferred curriculum.

History – Peggy Fouts

Peggy gave Lisa all the old files, which include past meeting minutes and projects as well as shared what the goals for this subcommittee was.

Bill Peters (State Office) is requesting this subcommittee to look at options to see if there is a need to add or modify.

Hearing, Speech, and Deafness Center (HSDC) is interested in looking into providing an on-line training resource. They are willing to assist in the development of the training also. Bill's objective is the counties are getting the training they need, which is the purpose of this subcommittee.

NCMIC Update –

Need to reach out to representatives of this group to find out where centers are at in their certification process.

Training Resource List

Lisa wants to know if larger counties (centers) are willing to share in-house training documents. This can be added to SkyDrive if they are willing to share information.

The next meeting is scheduled for May 13th at Camp Murray at 1:00 pm.

